

Children's Protective Services Data Summary

Reporting Period: 07/01/2021 – 07/31/2021

FY 2021 Appropriations Act – Public Act 166 of 2020

September 30, 2021

Sec. 592. The department shall submit quarterly reports to the chairs of the house and senate standing oversight committees, the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, the house and senate policy offices, and the state budget office that include data from children's protective services staff for each of the following for the most recent 30-day period before the report is submitted:

- (a) Percent of investigations commenced within 24 hours after receiving a report.***
- (b) Percent of central registry reviews performed for required individuals.***
- (c) Percent of face-to-face contacts made within the established timeframe required by the department.***
- (d) In appropriate cases, the percent of sibling placement evaluations completed when 1 or more children remain in the home after a child has been removed.***
- (e) Percent of supervisory reviews performed in a timely manner.***
- (f) Results of a department survey of child protective services investigators on the number of investigators who are concerned for his or her own personal safety.***
- (g) Percent of investigators using the mobile application or other tool to document compliance.***



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Sec. 592 (a): Percent of investigations commenced within 24 hours after receiving a report.

MDHHS assigned 5,020 complaints for investigation and commenced 98% within 24 hours.

Sec. 592 (b): Percent of central registry reviews performed for required individuals.

MDHHS performed 94.4% of the required central registry reviews.

Sec. 592 (c): Percent of face-to-face contacts made within the established timeframe required by the department.

When a report of alleged child abuse or neglect is assigned for investigation, MDHHS must have in person contact with the alleged victim(s) within either 24 or 72 hours, depending on seriousness of the concern.

MDHHS assigned 5,020 complaints for investigation, which included 5,052 alleged victims with face-to-face contacts required between 07/01/21 and 07/31/21.

Face-to-face Timeframe	Total Face-to-face Required	Total Face-to-face Contacts Made Timely	Percentage of Timely Face-to-face Contacts
Priority One (24 hours)	1,358	1,272	93.7%
Priority One (72 hours)	3,694	3,454	93.5%
Total	5,052	4,726	93.5%

Sec. 592 (d): In appropriate cases, the percent of sibling placement evaluations completed when 1 or more children remain in the home after a child has been removed.

Nineteen investigations required completion of the Sibling Placement Evaluation (DHS-3), and eighteen were completed. Thus, MDHHS completed 95% of required sibling placement evaluations.

Sec. 592 (e): Percent of supervisory reviews performed in a timely manner.

5,963 investigations occurred in which the supervisor approval date fell between 07/01/21 and 07/31/21. In 5,760 (96.6%) of those investigations, supervisors performed timely review.

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Sec. 592 (f): Results of a department survey of child protective services investigators on the number of investigators who are concerned for his or her own personal safety.

Four hundred and fifty (450) CPS investigators voluntarily completed the survey regarding their physical safety during the reporting timeframe. Nearly eighty-one percent (80.9%) indicated some level of concern for their safety.

How Often Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Never – 0% of the time	86	19.1
Rarely – 10% of the time or less	166	36.9
Occasionally – about 30% of the time	110	24.4
Sometimes – about 50% of the time	42	9.3
Frequently – about 70% of the time	16	3.6
Usually – about 90% of the time	15	3.3
Always – 100% of the time	15	3.3
Total	450	

Of the 364 investigators who indicated concern for their physical safety during the reporting timeframe, the greatest share (42.5%) indicated slight concern for their physical safety.

Level at Which Investigators Were Concerned for Their Physical Safety		
Response	Total	Percent
Slightly concerned	157	42.5
Somewhat concerned	124	33.6
Moderately concerned	75	20.3
Extremely concerned	13	3.5
Total	369	

**MDHHS identified five additional answers to this question than what survey logic should have allowed. Percentages for this question are calculated on the total number of answers for this question.*

Sec. 592 (g): Percent of investigators using the mobile application or other tool to document compliance.

CPS investigators may utilize the mobile application to document casework, upload documents, and complete other investigative tasks. Approximately 38% of CPS investigators used the CPS mobile application during the reporting timeframe.